

TRICARE Europe COMPASS

TRICARE Europe
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From the Director...

Pursuing a Reliable Health Plan

by Col Debra Cerha, USAF
Executive Director, TRICARE Europe

OK, I admit it...I have this 'quirk' about making sure I am using words correctly. So, sometimes people catch me in my office checking the dictionary to see if I am using the correct word in a rating report—or a COMPASS Article! This 'quirk' actually carries over into other aspects of my life. Like, when someone calls and asks me for the number they need to call for a specific aspect of TRICARE, I often will call them back—**after** I have called and verified the number myself! I do this because it's important to me that people believe what I say...that they trust the information I give them. I strive to be someone people feel they can rely on for good information.

As consumers of products and services and customers of various companies or agencies, I think we all search for things we can rely on. When purchasing that next washing machine or automobile, or being serviced by a financial institution or insurance agency, think about the qualities you are looking for—I am willing to bet reliability is at the top of your list!

Reliable: *adj., that may be relied on; trustworthy;*
syn: *consistent.*

Some of the complaints I have heard voiced about the TRICARE system/platform is that it is not consistent, people cannot rely on correct information being provided, and that everywhere they go, different information is provided. I think most of us are tired of hearing these things—especially because it is difficult to tell if the complaints are based on "old" anecdotes or recent experience. I am convinced that everyone involved in TRICARE Europe wants to be confident that the standard products/services **are** being provided as advertised. So what can we do to achieve this?

Here is a disheartening event that occurred recently. I was contacted by someone who said the PHA line did not work as advertised. In this scenario, a military member on temporary duty in CONUS required

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Col Debra Cerha and Brig Gen Michael Kussman cut a cake to commemorate the establishment of new TRICARE Europe offices on 7 June 1999

Medical Director Joins TRICARE Europe Office

TRICARE Europe would like to welcome our new Medical Director, COLONEL Robert Larsen, MC, USA. COL Larsen recently came to us from Landstuhl Regional Medical Center where he was the Chief, Department of Primary Care. COL Larsen is board certified as a Family Practice Physician and has an extensive background working in Family Practice and Primary Care Clinics. Based on this experience, he has published several articles in medical journals, including *"Monitoring and Evaluation in an Army Health Clinic"* and *"Commanding an Army Health Clinic: A way to Begin."*

In line with TRICARE priorities, COL Larsen plans to focus on health promotion, disease management, and population health management. He intends to work to strengthen the contributions of the Primary Care Managers in providing accessible, high quality, cost effective care for our beneficiaries. COL Larsen will also be actively involved in supporting the ongoing development and improvement of the Preferred Provider Network throughout the catchment area.

COL Larsen, his wife and four children have spent an extended part of their Army career stationed in Germany. ■

Y2K Update

*by Capt Dave Arose, USAF
Information Systems & Analysis*

The TRICARE Europe Office is sending our Preferred Providers a checklist about the Y2K problem and how the Military Treatment Facilities are preparing a solution to the issue. A letter and checklist prepared by the Secretary of Defense for Health Affairs was sent to them showing what we are doing in our Military Treatment Facilities to prepare our facilities to solve this problem without facing any disruptions in health care delivery or services to our patients. We are giving them the letter and checklist as a guide to use in their Y2K programs at their discretion.

If you have any questions or concerns on this issue please do not hesitate to contact me at +49-6302-67-6319; fax number is +49-6302-67-6374 and e-mail is dave.rose@sembach.af.mil. ■

The TRICARE Europe COMPASS is published quarterly by the office of the TRICARE Europe Lead Agent. If you have questions or concerns, or would like to see specific articles or information in the COMPASS, please contact Sue Christensen, TRICARE Europe Public Affairs Officer, at DSN 496-6315 or commercial (49)-(0)6302-67-6315 or e-mail sue.christensen@sembach.af.mil. Comments, suggestions and article submissions are welcome.

TRICARE Europe Breast Health Program

*by LTC Analiza
Padderatz, USA
Prevention and Health
Promotion*



The TRICARE Europe Breast Cancer tri-Service working group is pleased to share with you newly produced posters and brochures for display in public announcement areas.

Two new posters have been designed, "Survival – A Touching Experience" and "A Touching Experience, Your Personal Breast Health." Both promote breast health education and focus on performing regular breast self exams.

One poster features photographs of Sergeant First Class Linda Smiley and Mrs. Carmel Wybrandeis, two of our own beneficiaries who have graciously volunteered to participate in the marketing of this initiative to educate and familiarize our beneficiaries with breast cancer and the need for greater awareness. These brave women are breast cancer survivors and we applaud their pledge to work to promote breast health education so that every TRICARE Europe beneficiary may make informed decisions and take an active role in their own breast health care.

We have also developed a colorful brochure on the program, which tells some of the history of the Breast Cancer Initiative and the national focus for breast cancer awareness. The merits of the breast cancer stamp and the contribution of proceeds from its sale are highlighted, along with some educational information for self-assessment.

The posters and brochure market two important breast health care resources: the TRICARE Europe Breast Health Program Coordinator and the TRICARE Europe Breast Health Program website. The program coordinator serves as a single point of contact for beneficiaries that may need further assistance with finding breast health literature, support groups, educational activities, appliance information and more. The website, <http://breastcare-te.sembach.af.mil>, is a comprehensive pool of conduits to breast health and breast cancer sites which provide information in several languages regarding self examination, current assessment guidelines, self-care decision-making guidelines, chat groups, latest research and treatments.

We are proud to bring these wonderful services to our beneficiaries. The posters and brochures are currently being printed and will be distributed to facilities in the near future. Contact the Breast Health Program Coordinator for further information at DSN 496-6336 or commercial 49-(0)6302-67-6336/6314. ■

Commitments to Improvement

by LTC Analiza Padderatz, USA
Prevention and Health Promotion

During the recent TRICARE Europe Basic Benefit Course, Col Debra Cerha, TRICARE Europe Executive Director, called for attendees to make personal commitments to improve customer service to their area beneficiaries. An appeal was made that course attendees take an active role in ensuring that TRICARE Europe beneficiaries receive world-class customer service. Quoting Lieutenant General Charles H. Roadman II, HQ USAF Surgeon General, Col Cerha passed a gauntlet for partnership to all attendees to deliver a standardized benefit and enhance the focus on quality customer service to all health care beneficiaries. Twenty-three managed care representatives from throughout the TRICARE Europe theater pledged to make a difference in their delivery of customer services within a thirty day period and follow-up with a report of any impact that the changes made in the immediate environment.

Anita Patterson of Ramstein Clinic began tracking PCM assignments for new arrivals and is working to become a part of the community out processing network in order to field any TRICARE questions that may arise as beneficiaries leave the area. At Bad Aibling Army Clinic, **Petra Harry** is championing a standardized approach to MTF appointments and has appointed host-nation care for beneficiaries. **Vanessa Gordon**, OMC/AD, Cairo, has orchestrated a process for addressing any follow-on questions that new arrivals may have once they have received and gone through the inprocessing packet. She also gives a higher priority to questions from PCSing individuals to better prepare them for their return to CONUS health care.

Committed to simplifying rules and processes for greater beneficiary understanding, **Cary Pugh**, Heidelberg MEDDAC, has already seen the courtesy benefits of being more customer friendly. **Demir Meziyet** of Incirlik has begun to thrive on the rewards of being more helpful, measuring satisfaction in customers' thanks for his increased efforts to assist beneficiaries with such things as telephone numbers, locating offices, explaining materials, etc. Recognizing that at some point all individuals are someone's customer and working with the local MTF and host-nation facilities, **Helga Kryczka**, Katterbach Army Health Clinic, gives more attention to her customers with appointment problems, expecting a positive experience for all as an end result. **Christopher Courtland**, Landstuhl Regional Medical Center, has rearranged the TSC office area to afford more privacy to individuals waiting for service; he has put up signs offering a more private location to customers if the current area does not meet their needs. **Evert Glezer**,

Geilenkirchen AB, pledges to make each customer feel like someone special and give beneficiaries more assistance with obtaining local economy health care information.

Working to improve assistance to CENTCOM beneficiaries, **Christina Callahan** has touched base with remote site POCs to assess needs and encourage more open communication. **Patrick Bishop**, Babenhausen Army Health Clinic, has arranged to have the TRICARE Europe video available for viewing by any interested customer. To ensure the speedy return of telephone calls, **Chris Medlin**, Rhein Main AB, has initiated a telephone log for calls and what actions need to be taken to resolve customer concerns, and he calls customers back with proposed resolutions.

Focusing on greater support to TRICARE remote areas, **Tracy Vincent**, Navy Clinics London, has completed a geographically separated unit (GSU)

"We have to put basic fundamental practices of quality and fact-based decision making into our health care system, so that we begin with the end in mind... where we have a patient population that says, 'I cannot imagine having to go to any other health care system, because I know I won't get the caring and the care that I get in the Military Health System.'"

*Air Force Dr. (Lt. Gen.) Charles Roadman II
Air Force Surgeon General and DoD Executive Agent for
Preventive Health Programs.*

presentation to be given by family service centers. She has begun distributing to PCSing individuals fact sheets about the regions in which they will be assigned. Amid some major physical structure changes, **MSgt Stephen Brooks** is looking for long term solutions to standardize presentation of services to all customers at Aviano AB. **A1C Pilar Orozco-Coker** is looking for better ways to register newly arrived beneficiaries to minimize the number of stops necessary to complete the process. Finally, at Hanau Army Health Clinic, **Eva Washmund** has implemented her commitment to customer service by educating beneficiaries and providers, resulting in claims with fewer errors and a corresponding reduction in the number of denied claims. Thank you to each contributor for their input, and thanks to those that were willing to commit but were not available for a follow-up interview for this article.

Customer service is a large part of what we do every day, whether we are giving or receiving the service. In many ways, the quality of our customer service determines the success of what we do. The next time you flip a light switch, search for a parking space, visit a restaurant, use a public toilet, listen to the radio, stop for ice cream, open a package of cookies — well, you get the message, **"you are the customer."** What happens when the light does not come on? ■

Active Duty Claims Processing Policy Changes

by LCDR GERALYN HARADON, USN
Customer Support Services

TRICARE Europe is currently awaiting official notification of a policy change for processing active duty claims for civilian care received in CONUS. The policy change is scheduled to go into effect 1 October 1999 and will require the overseas claims processor, Wisconsin Physician Services (WPS), to process all claims for TRICARE Europe-enrolled active duty military members regardless of where care is received.

In 1996, WPS began processing/paying claims for TRICARE Europe active duty service members (ADSM) for authorized OCONUS civilian care. This became effective for Army on 1 July 1996 and for Navy and Air Force 1 October 1996. WPS processes claims for emergency and routine medical and dental care rendered by civilian host-nation providers in Europe, Africa and the Middle East.

The current procedure for processing active duty claims requires submission of a TRICARE/CHAMPUS Claim form (DD Form 2642), itemized bill and authorization. Service authorization for care is documented on the SF 1034, SF 1034 continuation form or NAVMED 6320/10. The certifying official may be the unit medical representative, health benefits advisor or a senior officer. In remote areas, local commander can authorize up to \$500 of care. Each Service has local policies for referral, authorization and submission of claims for active duty members.

CONUS civilian care bills incurred by TRICARE Europe ADSM have traditionally been paid by the closest Service military treatment facility (MTF) to where care was received. However, with the implementation of TRICARE throughout CONUS, each CONUS regional contractor is responsible for all medical care provided to ADSM enrolled to their region no matter where the care was received. This inconsistent policy between CONUS and OCONUS active duty claims processing has created confusion for both CONUS MTFs and TRICARE Europe service members receiving CONUS civilian care.

To rectify the problem, TRICARE Europe submitted a request to TMA in November 1998 requesting the contract with WPS be modified to process all TRICARE Europe ADSM civilian medical care claims regardless of where care is received. In March 1999, TRICARE Europe received the draft change to the TRICARE Policy Manual reflecting the requested change to the overseas active duty claims processing policy. The change will require WPS to process TRICARE Europe claims for ALL ADSM civilian provider care WHEN care is authorized by their Service. ■

Denied Claims Update

by Ninette Crunkleton and Uli Engel

We would like to open with a thank-you to the MTFs that are working so hard to correct the denied claims problem and have been patient when the e-mail systems were not being "friendly."

The TRICARE Europe team is aware that there are some problems with the denials that are out of the MTF's control. We are still working with WPS to correct these problems. Until then, please continue to follow the guidelines that are listed on the e-mail for the use of the codes that enable us to track all claims that were denied with no apparent reason.

Quick Tip — Some sites out there are under the impression that if a network provider sees a beneficiary, an NAS is not required. That is incorrect. If the NAS is issued, the system prompts to identify whether the patient is seen by a network or a non-network provider. If care is received by a network provider, a code of "7" is required. If the care is received by a non-network provider, then a code of "8" is required.

Due to the favorable response from the last column, we have compiled new statistics for you. We have found that there are 5 MTF's that have had **less than 5 denied claims for 1999**.

They are —	Keflavik	St Mawgan
	Lajes	Stavanger
	Livorno	

We have also found that there are 4 MTF's that have **averaged a 24-hour turn around time** for the electronic report in May-

They are —	Spangdahlem/Bitburg
	La Maddalena
	Lakenheath
	Upwood

Denied Claims News — We just received confirmation from WPS that you can send any denied or incorrectly processed claims, **in conjunction with a DEERS problem or a claim processed under TRICARE Standard versus TRICARE Prime**, directly to WPS, Correspondence Branch for reprocessing or adjustment. TEO will now only work with the electronic report.

Best Practice — in order to reduce the number of duplicate TEOBs (TRICARE Explanation of Benefits) faxed in and to increase the ability to answer customer denied claims questions, Hanau has taken the layout of the excel spreadsheet of the weekly denied claims list and is appending new denied claims every week. Kudo's to Eva for pursuing this!

Worst Practice — After TEO's move, many things were combined. The denied claims database was one

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TMA Medical Directors' Forum

by Lt Col Elizabeth Robison, USAF
Clinical Support Services-UM/QM

A new initiative within the TRICARE Management Activity (TMA) which started in June 1998 was a forum composed of physician Medical Directors, primarily from the Lead Agent offices and Manage Care Support Contractors (MCSCs). A year later, this forum has begun to mature and take on a more formal role within TMA and now includes a variety of Medical Directors who are directly or indirectly involved in the federal programs for the medical management of the CHAMPUS/TRICARE benefit.

At the latest meeting in June, the forum drafted a charter which will be presented to the Chief Operating Officer, RADM Carrato for review and signature, prior to being added as a formal council under TMA. Essentially, the forum is focusing on six guiding principles, which include:

1. Preserve the physician/patient relationship, and assure the fiduciary responsibility to this relationship is maintained.
2. Advocate for the health needs of the patients based on sound science (including evidence-based practice), standards of care and emerging technology.
3. Support the Surgeons General and our partner's policy requirements and encourage clinical input from their consultants on medical issues.
4. Draw expertise from the credentials, background and experience of all the members in the decision process.
5. Maintain the principles of our managed care system for patients and providers.
6. Help interpret the benefit under TRICARE when there is a mismatch of care required (as ordered) by the physician of record and the benefit coverage; make recommendations for resolution, change of policy, denial of coverage, etc.

The chairperson for this forum is the Chief Medical Officer at TMA, currently the newly appointed Colonel (Dr) David Hammer. Dr. Hammer's background is in Family Practice and Aerospace Medicine, with his last assignment as the Command Surgeon USAF Academy and the Commander of the 10th Medical Group (USAF Academy Hospital and Peterson Clinic) in Colorado Springs, Colorado. He describes himself as a "TRICARE zealot" and presents himself and his philosophy as an advocate for the patient and the provider.

This latest Medical Director's forum encompassed an agenda with a variety of topics and guest speakers.

Some of the highlights included:

- Latest on the MHS Reengineering – Population Health Initiative
- DoD/VA Clinical Practice Guideline Project
- Pharmacy initiatives regarding Integrated Pharmacy System (IPS) and high cost drug management
- National Cancer Institute Clinical Trials programs
- Dental Program Update to include discussion of enhancements being considered for current programs
- Specialized Treatment Service (STS) update
- Benefit/policy discussions: Fetal surgery for prenatally diagnosed malformations, transplants and transplant providers, Program for Persons with Disabilities (PFPWD), free standing surgery centers, preventive benefit regarding visual screenings, and cranial banding
- Proposed rules discussions: Enuretic devices, reconstructive surgery, acupuncture use with chemotherapy-induced nausea, telemedicine, and individual case management program – waiver of benefit limits
- Demonstration by Region 3 on a "Provider Perspectives" population health management profiling tool

To compliment the onsite meetings, this forum will offer an interactive approach through a uniquely designed Internet site, the TMA Medical Director's home page. This password protected site will offer a means for the Medical Directors to discuss openly issues of concern or comment on proposals. Additionally, TMA will use this site as a means to communicate to all the Medical Directors on issues that might have occurred in one Region and may impact other Regions, so resolution processes can be shared.

TRICARE Europe's new Medical Director, COL (Dr) Robert Larsen will begin to attend these meetings and continue to represent TRICARE Europe unique issues at the TMA level. Issues/items discussed in these forums are then shared at the TRICARE Executive Steering Committee monthly meetings.

As highlighted in the draft charter, the primary focus on this group is to ensure the success of TRICARE by advocating for military beneficiaries through assuring that the health needs of the patient are met. For TRICARE Europe, this advocacy process is a joint responsibility, involving all three of the Services. Medical issues or concerns can be shared with TRICARE Europe's Medical Director to bring forward to this forum for discussion. COL Larsen can be reached at DSN 496-6312 or robert.larsen@sembach.af.mil. ■

TRICARE Europe Training

Basic Benefits Course

by LCDR GERALYN HARADON, USN
Customer Support Services

TRICARE Remote Site Support Training was conducted here at TRICARE Europe, Sembach, Germany from 22-23 Apr 1999. The purpose of this training was to support our Points of Contact (POCs), Patient Liaisons, Health Benefits Advisors, and Medical Service Coordinators who support the TRICARE platform at the MTFs, Embassies, and Medical Offices of Cooperation. Sixteen attendees spent a day and a half being refreshed on the referral authorization process, claims processing, enrollment and disenrollment, TRICARE Overseas Program, Point of Contact Program and the TRICARE Family Member Dental Program which was implemented 1 May 99 in the remote sites. The training was well received and all participants felt that it was valuable information that they could take back that would enhance the services they provide their beneficiary population.

The TRICARE Europe Basic Benefits Course was conducted at the See Hotel in Kaiserslautern, Germany from 19-21 May 1999. The training was conducted to educate new Patient Liaisons, Health Benefits Advisors, Medical Service Coordinators and POCs who support the TRICARE program at the MTFs, Embassies, and Medical Offices of Cooperation in the TRICARE Europe area of responsibility. Thirty-three attendees spent three days learning all the basic aspects of TRICARE in Europe. Topics covered included: TRICARE Program Structure, including PCM assignment, portability, remote site policy and TSC Responsibilities; TRICARE Eligibility; TRICARE Basic Benefits; Preferred Provider Network Overview; Civilian Care Referrals and Authorizations; Mental Health Pre-Authorization Requirements; Utilization Management; Cost Sharing (Standard and Prime); Program for Persons With Disabilities (PFPWD); Claims Processing; Denied Claim Reports; TRICARE Overseas Program and TFMDF POC Program; Appeals and Hearings Process; TRICARE Family Member Dental Plan (TFMDF); DEERS Overview; Translation Services; TRICARE Marketing Resources; National Mail Order Pharmacy Program; and an Introduction to Customer Service. Again the course was well received and all participants reported benefiting from the experience.

It is our intention to combine these two training courses and present it at the end of October or beginning of November for those who were unable to attend in April and June. Participants will have the option of attending specific sessions as they feel the information applies to them and their individual facility. Further information will be provided in the September COMPASS. ■

MCP Workgroup Conference

by Ninette Crunkleton
Information Systems & Analysis

LCDR Haradon, Ninette Crunkleton and Julie Criswell (SAIC) attended the MCP (Managed Care Program) Workgroup Conference at Atlanta GA in May.

The purpose of this group is to identify and resolve errors that occur within CHCS (Composite Health Care System) and between regions and develop solutions. The group also assists with the resolution of errors found not only in CHCS but also within DEERS. The participants include CHCS development teams, DEERS representatives, Service representatives and Tri-Service Medical Systems Support Center (TMSSC) representatives.

Some of the information that was shared was how the new DEERS (due out in 2000) will track more enrollment information to include enrollment fee data, TRICARE Standard/Prime category and deductibles. It will also add 20 additional ACV values.

Jamie Miles of SAIC presented a data synchronization product that is currently being tested and will hopefully be released in late August of this year. This product will attempt to remove all enrollment errors from CHCS.

Errors that will be identified and synchronized either automatically or manually include:

- CHCS showing a beneficiary enrolled, when DEERS does not
- Start enrollment dates that do not coincide
- Differing DMIS IDs
- Differing Beneficiary Categories
- Differing FMPs and SSNs

This product will take DEERS as the absolute truth and will automatically correct certain records to reflect DEERS. Any records that it cannot correct will require a manual correction.

A CD was distributed with best practices, guidelines, policies, and the presentations from this conference. TRICARE Europe is currently working on distributing the CD and posting the presentations, adhoc, and CHCS report frequency and location guides on the TRICARE Europe web site in the near future. ■

MTF Commanders Conference

TRICARE Europe is tentatively planning a military treatment facility commanders conference for 8-10 September 1999. More information will be provided in the coming weeks via the TRICARE Europe web site.

Public Affairs and Marketing

by Sue Christensen
Public Affairs



Marketing Materials Order Status

The TRICARE Europe Public Affairs and Marketing Office continues to work to get new and updated marketing products out to your facilities. In early June, we placed orders for TRICARE Prime ID cards and facility passports. Due to turn around time, we expect delivery of these products between the middle and end of August. They will be mailed directly from the contractor to the requesting facility. TRICARE brochures and pamphlets have also been ordered from the TRICARE Marketing Office. We hope to have delivery by the end of this month.

The Personal Health Advisor packets are also being updated. The packets will now include refrigerator magnets in addition to the telephone stickers. Current PHA phone numbers are:

Azores	*
Belgium	0800-71920
Denmark	800-17357
Germany	0130-825160
Greece	008-001-1815-3044
Iceland	*
Italy	80-08-77660
Netherlands	0800-022-7944
Norway	800-12635
Spain	900-93-1193
Turkey	00-800-13-815-9042
United Kingdom	0800-896409
CONUS	888-866-7943
Remote Locations	*

* The USA toll-free number, 888-866-7943, may be dialed through the base operator or from any telephone call-back service at your cost. You may also ask a base operator to dial this number for you if you are having difficulty getting through on the in-country toll-free number provided above. This is considered an official call whether placed from a base phone or home phone.

Remember to watch the TRICARE Europe web site for the latest updates on the TRICARE benefit and the European program. As always, if you require additional TRICARE Europe fact sheets, please download the most recent versions from our web site and print them locally. The TRICARE Active Duty Family Member Dental Plan brochures and flyers have also been posted, as have the latest phone numbers for our regional service centers.

If any of your facility information changes, please notify the Marketing Office immediately. We need to know how your beneficiaries reach you!

Required Materials for New Enrollees

Per the TRICARE Europe Executive Director's article on page 1, we continue to see variation in delivery of TRICARE Europe marketing materials to our beneficiaries. TRICARE Service Center staff should ensure that new enrollees receive the following information upon enrollment. These items may be mailed or provided in person at the time of enrollment:

- Welcome letter from your hospital commander or the TRICARE Europe Lead Agent
- PCM Notification Letter
- TRICARE Europe Health Care Passport (one per household)
- TRICARE Europe Prime Identification Card (one per adult enrollee)
- TRICARE Europe Prime Fact Sheet (TEO FS-1)
- Your TRICARE Partnership Fact Sheet (TEO FS-2)
- Traveling With Prime Fact Sheet (TEO FS-3)
- HEAR Survey (for each family member over 17)
- TRICARE Standard Handbook (TSO 6010.46-H)
- Personal Health AdvisorSM packet
- TRICARE AD Family Member Dental Program Information (brochure/fact sheet)
- TRICARE claim forms and instructions

TRICARE Europe Prime Remote Program Information

The Marketing Office and the Customer Support Services Division are working to develop several marketing products geared toward our remote site personnel. The remote site passport has undergone a major revision which provides a greater amount of information in an easier-to-use format. We anticipate a delivery date of mid-September for the new passports. If you did not order remote site passports in the recent order cycle and need a quantity of them, please let me know (sue.christensen@sembach.af.mil). We are also working to finalize a remote site fact sheet providing a brief overview of the remote site program. It will be posted on our web site as soon as it is approved. We hope these new products will help ensure that remote site personnel get the information they need to access health care in their remote locations.

TRICARE Europe Public Affairs

TRICARE Europe is looking for "success" or "good news" stories. We often see stories from CONUS facilities in news releases and the media —Health Affairs/TRICARE Management Activity has asked us to provide our own stories. If your facility has helped a beneficiary in a noteworthy way, I encourage you to submit a story. We would like to see stories about our medical care delivery here in the European theater. With the hardship of providing care in a foreign locale, I think we have some unique and interesting stories we can submit. I would be glad to assist anyone who would like to submit a story. Let's let the world know we are providing superior medical care here in the European theater! ■

TRICARE Europe Report Card

by Jenny Huntsman
Information Systems & Analysis

The Health Plan Evaluation office at TEO is currently developing the first TRICARE Europe Report Card based on the National Committee for Quality Assurance (NCQA) health plan measurements. HEDIS (Health Plan Employer Data and Information Set) is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans. Consistent with our vision to provide a world class health plan for beneficiaries in the theatre of operations, TEO is developing HEDIS-like measures to help health care providers and enrollees evaluate the performance of the TRICARE Health plan in Europe.

Here are some of the HEDIS-like domains or categories that measure the TRICARE Europe health plan:

Effectiveness of Care: The TRICARE Europe Report card looks at the impact of care delivered to Prime enrollees in Europe by concentrating on the number of breast, cervical, pap, and prostate cancer screenings provided in the European theater. In addition, the report looks at the number of cholesterol screenings, rate of caesarian deliveries and the number of enrollees who have indicated they would like to stop smoking on the HEAR (Health Enrollment Assessment Review) survey. The TRICARE population targeted for the screenings parallels the targeted age and gender population established for the HEDIS measures. The TRICARE Europe Report card compares the overall Europe average to the HEDIS average and the Health Choices 2000 Review. The current data sources for the screenings and caesarian rates are CHCS data and WPS claims data.

Access/Availability of Care: The report card displays the total number of acute, routine, and preventive visits at the MTF in CHCS and compares it to the total number of appointments utilized by Prime enrollees.

Satisfaction with the Experience of Care: Determining the satisfaction of the care provided to enrollees is critical to evaluating the performance of a health plan. Included on the report card for Europe is the average TRICARE Europe and overall MHS mean scores for the DOD customer satisfaction survey and the DOD Patient Satisfaction Report.

Cost of Care: The ten DRGs (excluding Mental Health and OB) from the CHCS servers along with the total WPS claim costs for each country based on the Preferred Provider network, Non-Network, and Partnership providers is included on the report card.

Use of Services: The Personal Health Advisor (PHA), introduced in FY97, along with the current medical document translation service are two services evaluated on the report card. The total number of calls made to the PHA is broken down by type of call and by facility and country. Information on the medical document translation service indicates the total usage and cost by each facility.

Health Plan Stability: This domain reports the monthly number of disenrollments at the TRICARE Europe Portability Center and compares that number to the monthly enrollments in the Europe theater.

Health Plan Descriptive Information: The report card determines the total eligible health plan population (active duty and family members) and compares that to the total population currently enrolled in the TRICARE Europe health plan. The data source used for enrollments is based on a DEERS extract.

The first draft of the Report Card was introduced to the TRICARE Europe Executive Steering Committee in June and included only those facilities located on the Landstuhl, Sigonella, and Lakenheath CHCS servers. The report card reflected only data for the first and second quarters of FY99. Report Card information from the other six CHCS servers will be included in the report for the third quarter.

What does this data show and why is it important? The mission statement of the TRICARE Europe office is "to design and administer a health plan with unparalleled performance, enhancing quality, access and value to our customers." Key to the success of our mission is to provide the "means" to evaluate the current health plan. The purpose of the TRICARE Europe report card is to provide a snapshot of HEDIS-like measures that are used by more than 330 managed care organizations to date. These measures can be a useful tool for evaluating, improving or expanding our current health plan practices. ■

Denied Claims

Continued from page 4

of these things. Doing so gave us the capability to quickly verify TEOB's that were faxed or mailed in. We have found that there are many MTFs that are not tracking or even looking at the electronic listing. In April, there were over 200 instances that a claim was on the electronic report, and a TEOB was also received in the office, usually a month later. Of the 200 instances, there were over 90 in which the same TEOB was received more than once. We would like to emphasize to the MEDDACs and clinics that are centrally working the electronic report to pass on to the outlining clinics a copy of the modified electronic report, so they do not waste their precious time submitting duplicate TEOB's to WPS and also to avoid duplicate issuance of NASS.■

Medical Document Translations

by Martin Hollingworth
Health Plan Evaluations

Effective 1 July 1999, the TRICARE Europe Office (TEO) has negotiated a new medical document translation contract to improve customer access and speed up the time that it takes to get a document translated. The new contract contains some significant modifications as follows:

- Each MTF has been assigned a POC (normally in the TRICARE Service Center) and only those documents submitted by the POC will be accepted by the contract translator. Each POC also has an authorization number that must be quoted to the contractor when they fax or mail documents for translation.
- Documents must now be mailed/faxed directly to our contracted translators. Their address is:

Thomas Translations International
Forstweg 7
69123 Heidelberg, Germany.

- The contractor's commercial fax number is +49-6221-834105. Their commercial telephone number is +49-6221-830841.
- Dollar amounts that each POC spends will be reported monthly, together with an accumulated running total.
- Types of documents and the conditions for submission have not changed.

If you have any questions related to this specific matter or TRICARE in general, my staff and I will be standing by to assist with any concerns that you or your staff may have. The POC for the translation contract is Maj. John Foley at DSN 496-6316. ■

TRICARE Europe Medical Claims Processor

Send all *active duty claims* to:

TRICARE Europe
WPS - Active Duty Claims Processing
P.O. Box 7968
Madison, Wisconsin 53707-7968, USA

Send all *active duty family member claims* and *TRICARE Standard claims* to:

TRICARE Europe
WPS - Claims Processing
P.O. Box 8976
Madison, Wisconsin 53708-8976, USA

Send all *correspondence* (questions on claims, etc.) to:

TRICARE Europe
WPS - Correspondence
P.O. Box 7992
Madison, Wisconsin 53707-7992, USA



LTC Ana Padderatz, Maureen Sherman and Carmel Wybrandeis provide info at the golf tournament

Rally For A Cure Golf Tournament

by Maureen Sherman
Breast Health Program Coordinator

On 11 June 1999, LTC Padderatz and I were invited to participate in the 1999 Rally For A Cure Golf Tournament held at Ramstein's Woodlawn Golf Course. Arrival time was 0715; the weather was cool, but it did not keep away the participants. The turnout was great and the Susan G. Komen Breast Cancer Foundation made a nice sum of money for breast cancer research. Participants appeared to have a fantastic time for a worthy cause. There were over seventy players who showed up to help promote awareness of breast cancer.

I even gave some individual lessons on how to do self breast exams as well as a talk on the Breast Cancer Initiative. There were plenty of educational materials on hand for the participants to take home. We also had lists of Internet sites where breast cancer information could be found, including the up and coming TRICARE Europe Breastcare Website. We are hoping to return to the tournament next year when we will actually participate in the golfing. Of course, we must do a little practicing in the meantime (golf lessons, anyone?).

The TRICARE Europe Breast Health Program is up and on its way. The phrase "Survival...A Touching Experience" has been selected to represent the program's emphasis on encouraging beneficiaries to do monthly breast self exams. The following statistic alone should make it clear why this emphasis is important — **Nine out of ten breast tumors are found by women themselves.** Early detection remains the key to being a survivor. ■

medical care. When the individual contacted his MTF (in Europe) for a number to assist him in his quest for care, he was provided the PHA number for CONUS. The PHA nurse was unable to assist him. So, now that individual has an anecdote about how TRICARE failed him.

Could this have been avoided? Sure it could! I pulled out my TRICARE Europe wallet card and dialed the phone number for the TSC in the region this situation occurred. I was connected immediately, listened to a recording with menu options, and was able to reach a representative quickly. Had I needed health care information for a specific locality, she was armed with the information to assist me. So, if the representative who gave the PHA number to the military member had verified it first, he/she would have soon realized that the PHA was not the correct avenue to assist this customer. Verifying the information we provide or the processes to be used is a vital step in ensuring reliable information is provided—and developing customer trust in our health plan!

We have it in our grasp to make TRICARE work.

Dr James Sears, TRICARE Management Activity Director

Another way we hope to improve standardization (consistency) is through our marketing/informational products. The TRICARE Europe Office recently sent a listing to each TRICARE Service Center describing the products and information that should be provided to each beneficiary as they enroll in the program. In the near future, managed care offices/health benefits advisors in facilities throughout Europe will be asked to complete a survey so we can assess how much consistency there is in delivery of those products. Where problems are identified, we will develop training and/or provide additional assistance. Again, the objective is to encourage confidence and trust in our health plan. We look forward to working with you to achieve this—becoming a reliable health plan requires the commitment of the whole team! ■

clip and save!

TRICARE Europe Office Phone Numbers

<u>Division</u>	<u>DSN</u>
Admin Office	496-6312/6314
Public Affairs/Marketing	496-6315
Operational Management Support	496-6316
Health Plan Evaluation	496-6319
Customer Support Services	496-6320
Information Systems & Analysis	496-6322
Health Promotions	496-6325
UM/QM	496-6324
Breast Cancer Program	496-6336
Dental Program Manager	496-6358
TEO Office Fax	496-6372
Fax for Customer Services	496-6374
Fax for Breast Cancer Coordinator	496-6377



Col Don Lawrence, 39 MG, Incirlik AB, and Col Debra Cerha present a PPN certificate to Dr Seffa of Seyhan Hospital, Adana, Turkey, on 27 April 1999

Preferred Provider Network

*by Martin Hollingworth
Health Plan Evaluations*

Thanks to all the hard work of the Network Coordinators, our TRICARE Europe Preferred Provider Network continues to improve. As each of you continue to streamline the network to your specific community's needs (right-size), the number of providers has also decreased based upon the expiration date of their MOU.

To assist with the monitoring of the individual community needs, we will soon be sending the MTFs a listing of the civilian medical claims received from their area. The listing will help focus on both the high and low level providers in and out of the network. Below is a summary of actions over the last 3 months. As we all know this is a quality not quantity issue, so keep up the good work.

TEPPN with current MOU as of 03/30/99	1280
Expired during last 3 months (minus)	666
Renewed during last 3 months (plus)	271
TEPPN with current MOU as of 06/30/99	885

For any Network Coordinators that would like an individual listing of their Preferred Providers, please e-mail: martin.hollingworth@sembach.af.mil. ■

The following is an updated listing of our remote locations and their servicing medical facilities.

Remote Site Areas of Responsibility

Country	TSC	Service Command	Country	TSC	Service Command	Country	TSC	Service Command
Afghanistan	TEPC *	CENTCOM	Greece	Aviano	USAFE	Norway (Oslo)	Lakenheath	USAFE
Albania	Landstuhl	ERMC	Greenland	Lakenheath	USAFE	Oman	TEPC *	CENTCOM
Algeria	Ramstein	USAFE	Guinea	Ramstein	USAFE	Pakistan	TEPC *	CENTCOM
Andorra	Rota	NAVEUR	Guinea-Bissau	Ramstein	USAFE	Poland	Heidelberg	ERMC
Angola	Ramstein	USAFE	Holy See	Nearest MTF (Italy)		Portugal	Rota	NAVEUR
Armenia	Landstuhl	ERMC	Hungary	Heidelberg	ERMC	Qatar	TEPC *	CENTCOM
Austria	Landstuhl	ERMC	Iceland	Keflavik	NAVEUR	Romania	Würzburg	ERMC
Azerbaijan	Landstuhl	ERMC	Iran	TEPC *	CENTCOM	Russia	Würzburg	ERMC
Bahrain	TEPC *	CENTCOM	Iraq	TEPC *	CENTCOM	Rwanda	Ramstein	USAFE
Belarus	Landstuhl	ERMC	Ireland	Lakenheath	USAFE	San Marino	Nearest MTF (Italy)	
Belgium	Nearest MTF		Israel	Incirlik	USAFE	Saudi Arabia	TEPC *	CENTCOM
Benin	Ramstein	USAFE	Italy	Nearest MTF		Senegal	Ramstein	USAFE
Bosnia-Herzegovina	Landstuhl	ERMC	Ivory Coast (Cote d'Ivoire)	Ramstein	USAFE	Serbia & Montenegro	Würzburg	ERMC
Botswana	Ramstein	USAFE	Jordan	TEPC *	CENTCOM	Seychelles	TEPC *	CENTCOM
Bulgaria	Landstuhl	ERMC	Kazakhstan	Ramstein	USAFE	Sierra Leone	Ramstein	USAFE
Burkina Faso	Ramstein	USAFE	Kenya	TEPC *	CENTCOM	Slovakia	Würzburg	ERMC
Burundi	Ramstein	USAFE	Kuwait	TEPC *	CENTCOM	Slovenia	Würzburg	ERMC
Cameroon	Ramstein	USAFE	Kyrgyzstan	Ramstein	USAFE	Somalia	TEPC *	CENTCOM
Cape Verde	Ramstein	USAFE	Latvia	Heidelberg	ERMC	South Africa	Ramstein	USAFE
Cent African Rep	Ramstein	USAFE	Lebanon	Incirlik	USAFE	Spain	Rota	NAVEUR
Chad	Ramstein	USAFE	Lesotho	Ramstein	USAFE	Sudan	TEPC *	CENTCOM
Congo	Ramstein	USAFE	Liberia	Ramstein	USAFE	Swaziland	Ramstein	USAFE
Croatia	Landstuhl	ERMC	Libya	TEPC*	CENTCOM	Sweden	Lakenheath	USAFE
Cyprus	Incirlik	USAFE	Liechtenstein	Würzburg	ERMC	Switzerland	Würzburg	ERMC
Czech Republic	Heidelberg	ERMC	Lithuania	Heidelberg	ERMC	Syria	Incirlik	USAFE
Democratic Repub of Congo	Ramstein	USAFE	Luxembourg	Spangdahlem	USAFE	Tajikistan	Ramstein	USAFE
Denmark	Spangdahlem	USAFE	Macedonia	Heidelberg	ERMC	Tanzania	Ramstein	USAFE
Djibouti	TEPC *	CENTCOM	Madagascar	TEPC *	CENTCOM	Togo	Ramstein	USAFE
Egypt	TEPC *	CENTCOM	Malawi	Ramstein	USAFE	Tunisia	Ramstein	USAFE
Equatorial Guinea	Ramstein	USAFE	Mali	Ramstein	USAFE	Turkey	Nearest MTF	
Eritrea	TEPC *	CENTCOM	Malta	Sigonella	NAVEUR	Turkmenistan	Ramstein	USAFE
Estonia	Heidelberg	ERMC	Mauritania	Ramstein	USAFE	Uganda	Ramstein	USAFE
Ethiopia	TEPC *	CENTCOM	Moldova	Würzburg	ERMC	Ukraine	Würzburg	ERMC
Finland	Lakenheath	USAFE	Monaco	Heidelberg	ERMC	United Arab Emirates	TEPC *	CENTCOM
France	Heidelberg	ERMC	Morocco	Rota	NAVEUR	United Kingdom	Nearest MTF	
Gabon	Ramstein	USAFE	Mozambique	Ramstein	USAFE	Uzbekistan	Ramstein	USAFE
Gambia	Ramstein	USAFE	Namibia	Ramstein	USAFE	Yemen	TEPC *	CENTCOM
Georgia	Würzburg	ERMC	Netherlands	Spangdahlem	USAFE	Zaire	Ramstein	USAFE
Germany	Nearest MTF		Niger	Ramstein	USAFE	Zambia	Ramstein	USAFE
Ghana	Ramstein	USAFE	Nigeria	Ramstein	USAFE	Zimbabwe	Ramstein	USAFE
Gibraltar	Rota	NAVEUR						

* CENTCOM enrollments are coordinated through the TRICARE Europe Portability Center (TEPC) located in Einsiedlerhof, Germany. Phone number is (49)-(0)631-357-3780, fax number (49)-(0)631-357-3785, e-mail portaeur@interquest.de, mailing

TRICARE EUROPE EXECUTIVE STEERING COMMITTEE

Brig Gen Michael Kussman (Chair).....Commander, ERM
Col Peach Taylor, Jr.....Command Surgeon, HQ USAF
CAPT R. Tom Sizemore III.....Fleet Medical Officer, CINCUSNAVEUR
Col Debra Cerha.....Director, TRICARE Europe Office
COL Russ Kilpatrick.....Command Surgeon, HQ USEUCOM/ECMD
COL Robert Harvey.....Chair, MTF Commanders Council
CAPT Robert A. Engler.....Chair, Dental Advisory Committee

TRICARE EUROPE STAFF CHANGES

Departures...

LTC (Dr) Kathleen North-Wilhelm left for new duties as deputy commander for Clinical Services at the Heidelberg Army Hospital and Medical Department Activity

MSgt Kim Lofgren said farewell to Europe enroute to an assignment at Holloman AFB, New Mexico.

SFC Grace Coronado departed for new challenges at Ft Drum, New York.

Arrivals...

COL (Dr) Robert Larsen arrived in Mar 99 from the Family Practice Clinic at LRMCC.

MSgt Ron Peoples joins us from Fairchild AFB WA.

Col (Dr) George Schad (USAF, ret), former dental surgeon for USAF, and **Ms Anne Beauchamp** arrive in July to manage the TRICARE Europe dental program.

SFC Sherri Mason and SPC Bill Thaxton arrived this spring to manage TRICARE Europe's administrative programs

TRICARE EUROPE OFFICE STAFF

Col Debra Cerha
Christine Ribble
SFC Sherry Mason
SPC Bill Thaxton
CAPT Maureen Hogan
COL (Dr) Robert Larsen
CDR Dennis Stoops
Lt Col Elizabeth Robison
LTC Analiza Padderatz
MAJ John Foley
LCDR Geri Haradon
MSgt Ron Peoples
Sue Christensen
Capt Dave Arose
Terry Taylor
Kurt Gustafson
Terry Rowe
Ninette Crunkleton
Jenny Huntsman
Martin Hollingworth
Uli Engel
Maureen Sherman
Dawn Mancine
Dr George Schad
Anne Beauchamp

Director, TRICARE Europe
Executive Secretary
Superintendent, Admin Services
Administrative Services
Director, Clinical Support Division
Medical Director
Director, Health Plan Evaluation
Chief, Clinical Spt Svcs & UM/QM Mgmt
Chief, Prevention & Health Promotion
Director, Operational Mgmt Support
Director, Customer Support Services
NCOIC, Customer Services
Public Affairs Specialist
Director, Info Systems & Analysis
LAN Administrator, Info Systems
Data Analyst, Info Systems
Data Analyst, Info Systems
Data Analyst, Info Systems
Data Analyst, Info Systems
Health Plan Evaluation
Customer Support Services
Breast Health Program Coordinator
Customer Services
Dental Program Coordinator
Dental Program Assistant

TRICARE Europe Office
Unit 10310, Sembach AB GE

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COMM: 49-(0)6302-67-6312/6314



TRICARE EUROPE OFFICE
UNIT 10310
SEMBACH AB, GERMANY
APO AE 09136-0005

OFFICIAL BUSINESS

DOD-OIM